

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	Operations Department Monthly Report (for July 2025)
CONTACT	Denise Ensley, Chief Operations Officer
RECOMMENDATION	Accept report as presented.
SUMMARY	<p>The following shelters were vandalized in July:</p> <ul style="list-style-type: none">- Huntoon & Washburn (1 broken glass panel)- Inbound 6th & Clay (1 broken glass panel)- Outbound 21st & Belle (3 broken glass panels)- Inbound 21st & Belle (1 broken glass panel) <p>Operations staff and Human Resources continue to interview applicants for a dispatch clerk, a customer service specialist, a part-time security officer, and several full- and part-time bus operators.</p>
FISCAL IMPACT (Current and Future)	
PRIORITY/GOAL	Continue to work on hiring and training additional Operations employees. Monitor bi-weekly operator overtime and pad time.
ATTACHMENTS	Operations Reports.

Topeka Metro Operations Report

July 2025

July Operating Days:

26	Normal operating days
4	Sundays (no service)
1	Holiday with no service: <i>Independence Day 7/4/25</i>
0	Limited holiday service
31	Total days in July

Passenger Comments:

13	Fixed Route	0	Capitol City Transportation	15	Complaints
3	Lift	16	Topeka Metro	1	Compliments
16	Total Comments	16	Total Comments	0	Incidents
				16	Total Comments

Comment Issues:

Other (11)
 Operator (3)
 Unsafe Driving (1)
 Passed By (1) - *not valid*

Operations Accidents & Incidents (as of July 31st, 2025):

	Month of		
	July	CY 2025	FY 2026
TMTA Chargeable accidents	0	8	0
TMTA Non-chargeable accidents	0	16	0
Contractor accidents	0	0	0
Passenger incidents	26	225	26
	26	249	26

Current Self-Insurance Files:

12	Open files against Topeka Metro
19	Open files against others
5	Other
36	Total open files

July Promotions and Events

Washburn Students (7/1 thru 7/31):

1,932 fixed route trips

Bikes on the Bus Ridership (7/1 thru 7/31):

972 bikes on the fixed route

Kids Ride Free (5/1 thru 8/30):

17,828 total fixed route trips

May 1-31	7,909
Jun 1-30	4,938
Jul 1-31	4,981
Aug 1-30	

Other Operational and Promotional Activities:

"Kids Ride Free" Program Continued (July)

Updated Annual Agency Safety Plan (ASP) in Effect (7/1)

Monthly Operator Policy Meeting (7/1)

New Bus Operator Training (7/7) - two trainees

Special Choose-up Posted for Two Returning Operators (7/7)

Bi-monthly Advisory Committee on Accessible Transportation Services (ACATS) Meeting (7/9)

Special Roster in Effect for Operators Returning from Extended Medical Leave (7/14)

"Go Orange" Safety Awareness Day for Employees (7/14) - Safe Driver Week

Mandatory Quarterly Employee Safety Training (Online Training 7/17 thru 8/1)

*Title VI, Disability Etiquette for Operators, Intersection Management, Defensive Driving, Bed Bug Identification & Treatment

August Operator Choose-up Posted for Viewing (7/17)

Union-Mgmt Meeting (7/17)

Capitol City Transportation Quarterly Oversight Meeting (7/18)

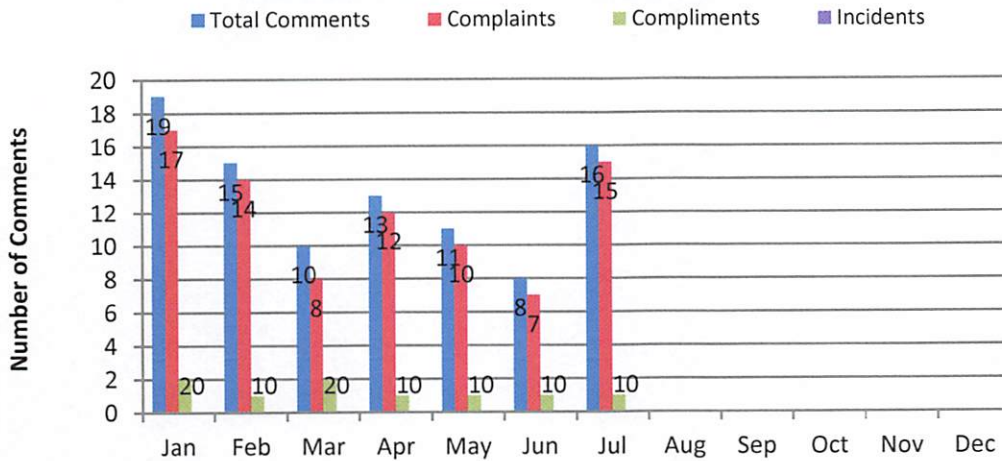
Excessive Heat Warning (7/18 thru 7/26)

August Operator Choose-up Selection Begins (7/21)

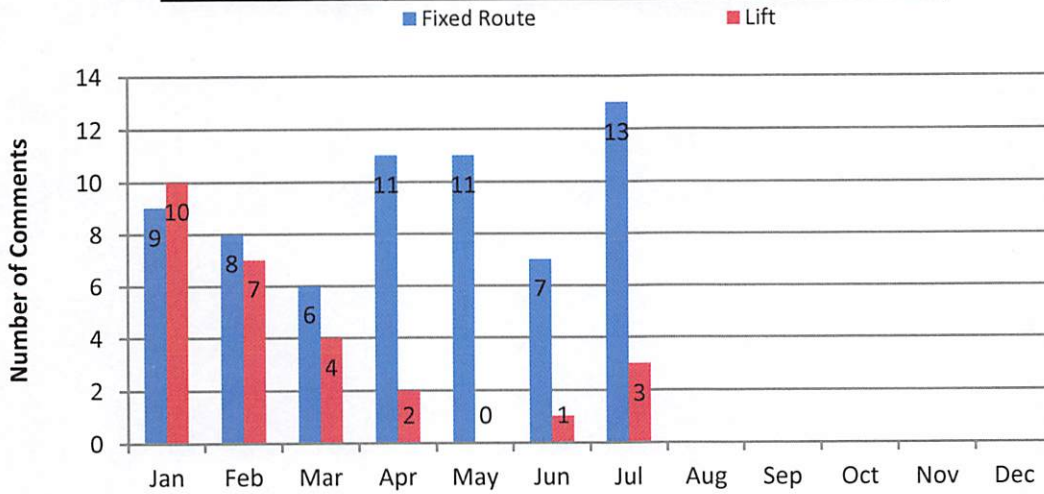
Distributed New August Ride Guides to Agencies, Schools, & Businesses (7/23 thru 8/8)

35th Anniversary of the Americans with Disabilities Act (7/26)

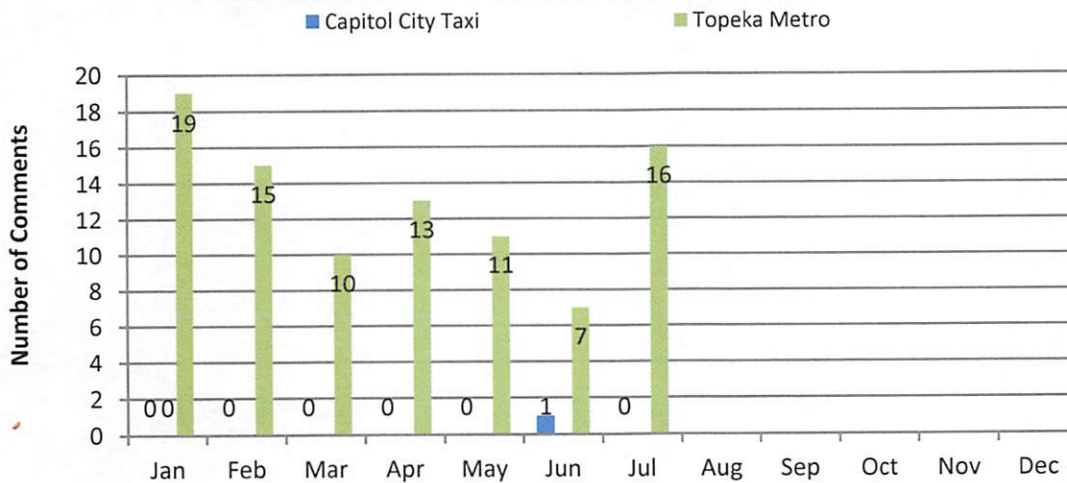
2025 Passenger Comments Per Type



2025 Passenger Comments Per TMTA Service

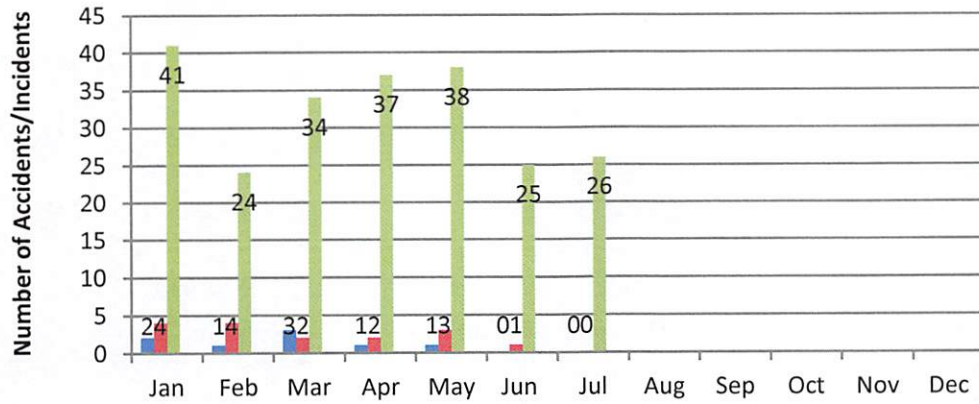


2025 Passenger Comments Per Provider



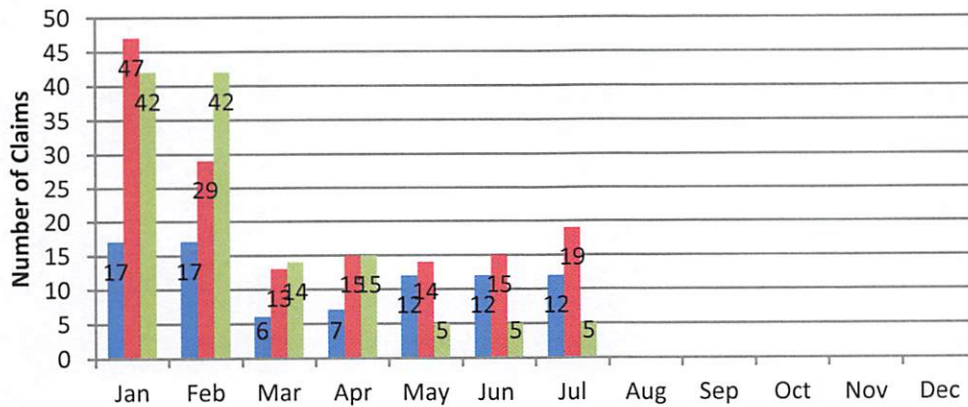
2025 Accident & Incidents

■ Chargeable accidents ■ Non-chargeable accidents ■ Passenger Incidents ■ Contractor accidents



Current 2025 Open Claims

■ Open against Topeka Metro ■ Open against others ■ Other open claims



Lift Service Application Statistics

	<u>Eligible</u>	<u>Recertified</u>	<u>Temporary</u>	<u>Denied</u>	<u>TOTAL</u>	<u>Appeals</u>	<u>(Appeals app)</u>	<u>(Appeals den)</u>
Jan 2025	8	2	3	1	14	0	0	0
Feb 2025	6	12	2	1	21	1	1	0
Mar 2025	9	17	7	1	34	0	0	0
Apr 2025	8	12	4	2	26	0	0	0
May 2025	7	7	5	0	19	0	0	0
Jun 2025	17	9	2	0	28	0	0	0
Jul 2025	9	7	3	0	19	3	1	2
Aug 2025					0			
Sep 2025					0			
Oct 2025					0			
Nov 2025					0			
Dec 2025					0			
Year 2025 Total	64	66	26	5	161	4	2	2